

Customer Case Study

Multi Dialog UPS Keeps Internet Banking Company On line

For Internet based banking operations like ING Direct a single power failure can cost thousands of pounds and dramatically reduce call centre and on line service response levels. Power quality must be assured at all times and the computing and telecoms systems must be able to work through the worst possible mains failure scenarios.

ING Direct falls into the category of organisation that must take a pre-emptive approach to power protection as part of their business continuity plan. Their call centre in Cardiff is typical of the approach taken by such companies where planning and selection of the right suppliers ensures a first time install and reliable protection system.

For Cardiff ING Direct adopted the modular computer room approach installed at their Reading HQ and supported by Secure IT Environments Limited. SITE is a specialist computer room and IT security specialist who work with Riello Galatrek on a number of design and build projects across the UK. However, unlike Reading where a ground floor facility was installed, the Cardiff building required a fourth floor installation with the added complexities of housing a generator on the building roof top.

Working with Technical Energy Consultants from Riello Galatrek three Multi Dialog 60kVA UPS were chosen for the installation with a large standby power generator to cater for future expansion. In terms of resilience each UPS has its own 10-minute battery pack to provide protection from short duration mains failure and allow the rooftop based 377kVA generator to start. The Multi Dialog UPS are installed in parallel operation to provide N+1 redundancy. Should one of the UPS fail the other two systems can take over powering the installation, without any disruptions to the loads.

In terms of on-site monitoring each UPS was installed with an SNMP adapter to connect it to the ING Direct network using a TCP/IP port address. Across the network the local network managers can monitor a wide range of UPS parameters including load and battery performance for each unit and the combined power system.

Secure IT completed the fourth floor high security modular room build within a tight seven-week schedule for all infrastructure elements including Power, Data, A/C, Fire Suppression and the UPS and control systems. The generator was craned into a roof top position after pre-installation loading calculations by Arup Consulting. To protect the generator from the elements it was installed with a water jacket heater in a weatherproof enclosure designed to keep noise levels down to an environmentally acceptable 68dB.

Tony Dowdeswell, Technical Director of Secure IT commented: "We often find ourselves with very tight timescales to work to and customers that require simple effective power protection solutions. That's why we have worked so successfully with Riello Galatrek and their Technical Energy Consultants. They integrate well into our team and allow us to achieve first time effective installs."



The Multi Dialog 60kVA Systems At ING Direct Cardiff

The complete installation is remotely monitored by Riello Galatrek using their TeleGuard system and a Platinum maintenance contract provides a 4-hour response on a 24-7 basis. In addition the contract provides one preventative maintenance visit per year by a member of the Riello Galatrek service team. As each Multi Dialog has its own internal maintenance bypass the preventative maintenance can be performed during working hours without risk to the protected loads or maintenance engineer.

About ING Direct

ING Direct is the World's leading direct savings bank. The company is active in eight countries and to date has over 10 million customers. ING Direct launched its operations in the UK in May 2003 and is part of ING (International Netherlands Group), one of the world's largest financial services organisations, operating in 60 countries with over 115,000 employees. www.ingdirect.co.uk

About Secure IT

With a combined experience of some 78 years in Physical IT Security, Data Protection and Computer Room Accommodation, Secure IT specialises in secure computer rooms, protecting against fire, water, bomb and physical intrusion. Secure IT Environments can offer wide-ranging advice on subjects as diverse as business continuity planning, computer room refits, infrastructure specifications and floor plan and rack layouts. www.siteltd.co.uk



For more information on the Multi Dialog UPS featured here:

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